Baumholder Health Clinic Patient Liaisons

Contact Us at
Telephone:
Civ 06783-6-XXXX:
6831/8750/8575/6668
After-hours:
0162-2707611
or 06371-86-8106
Fax:
Civ 06783-6-6721

Office Hours:
Monday to Thursday
0730 – 1600
Friday
0730 – 1200
Closed for Lunch: 1200 – 1300
Closed on German and US Holidays

Patient Liaison Services

German Hospitals in the Baumholder Region

Fact Sheets and Tricare Europe Link

Patient Liaison Services

- The Baumholder Health clinic has four Host Nation Patient Liaisons available to assist U.S. beneficiaries hospitalized in Host Nation medical facilities. Contact them as soon as possible for assistance. They can
- Help facilitate your transfer from a Host Nation medical facility to a military medical facility.
- Ease language barriers between patient and Host Nation providers and provide you with a copy of the U.S. Army Europe Medical Phrase Book and many other useful handouts.
- Talk to your Host Nation physician to get up-to-date information on your medical condition and treatment plan.
- Answer questions about treatment, environment of care, and follow-up care (or find out that information for you) .
- Assist with the discharge of a patient from a Host Nation hospital and help coordinate consults, tests and follow-up care in a military medical facility.
- Help with translation of medical documents and making them part of your military health records.
- Provide local resources for medical supplies and pharmacies.

German Hospitals in the Baumholder Region

- Birkenfeld Hospital
- Idar-Oberstein Hospital
- Kusel Hospital

- **The route to a hospital is usually marked with a red cross. Follow this symbol!**

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Birkenfeld Hospital

Elisabeth Stiftung Birkenfeld **Trierer Str. 16 – 20**
55765 Birkenfeld/Nahe
Tel. 06782-180 Fax 06782-181104

- This hospital is about 20 minutes away from Baumholder (near Neubruecke).
- **DIRECTIONS:** To get to Birkenfeld from Baumholder, follow L176 through Heimbach to Neubruecke, turn right onto B41 towards Birkenfeld. Turn left towards Birkenfeld center (Saarstrasse) and follow the symbol for the Hospital (Red Cross). At the next intersection (large Esso sign pointing to the right), take a left following the street up to the hospital, which will come up on your left the street up to your left hand side.
- **PARKING**: You may park (no fees) along the street using the blue parking sign (set time at time of arrival) or the big parking lot behind the hospital (follow blue P sign). Walking past the gate, the Information is on your right.
- **DEPARTMENTS:** Birkenfeld offers outpatient and inpatient services internal medicine including cardiology and intensive care as well as nephrology and diabetology. Their surgical department provides care in the specialties of visceral, trauma and general surgery as well as sports medicine and intensive care. It is complemented by an orthopedic department also offering pain management. One of Birkenfeld's highlights is its OB/GYN department. Maternity care, gynecological services as well as a breast cancer center are available there. The medical services are supported by ancillary services like laboratory, radiology, nuclear medicine and outpatient oral surgery and ENT services.
- **VISITING HOURS:** In the afternoon is often the best time to visit, but close family members and friends are welcome at any time during the day (no overnight). The ICU unit, however, does have strict times from 1430 – 1445 hrs. Extra visiting time needs to be arranged and coordinated with the attending physician.
- **TELEPHONES:** Apart from the ICU, Birkenfeld allows you to use your personal cell phone. However, you may also get a bedside phone. This service will be charged to the patient. If you are interested in getting a phone card, please check in at the admissions office near the main entrance or with the nurses' station. The basic fee for phone services is 1 Euro per day plus the units used up (1 Unit: 0.15 Euro).
- **TV:** This is free of charge but it provides German channels only. You are welcome to bring a portable DVD or lap top to watch movies in your language.
- **ADMISSION**: If you are admitted at the Birkenfeld Hospital you will be ask to fill out a Tricare claim form DD 2642. The Admission office will also need a copy of your ID card.
- **PATIENT LIAISON**: Please feel free to ask for a Patient Liaison. The nurse or physician will gladly inform them. The Patient Liaison will visit you every duty day. They can also help you with arranging follow-up care after being discharged.
- **DISCHARGE**: Please ask your discharging physician about follow-up care, medications, prescriptions, treatment plan, and special instructions etc before leaving the hospital. ***It is very important to always follow-up with your primary care manager (or other available physician) or with your Spit.PA.***

Idar-Oberstein Hospital

Dr.-Ottmar-Kohler-Str. 2
Klinikum Idar-Oberstein 55743 Idar-Oberstein
Tel. 06781- 660 Fax 06781-661940

- This hospital is the largest one in the Baumholder community (about 25-minute drive from Baumholder) with outpatient and inpatient services in pediatrics, OB/GYN, surgery, orthopedics, urology, ENT, internal medicine, cardiology, neurology, psychiatry, neurosurgery, dialysis and oncology and ICU care to name its primary specialties. It also supports an emergency room (Zentrale Notaufnahme) and an outpatient surgical center.
- **DIRECTIONS:** To get to the German hospital in Idar-Oberstein, follow L176 through Reichenbach into the outskirts of Idar-Oberstein. Follow the signs towards Bad Kreuznach onto B41 and into downtown Idar-Oberstein. At the first traffic light, turn left and stay straight through several traffic lights (past Aral gas station). Turn right toward Goettschied on Gottschieder Strasse and follow the signs (red cross with black roof) of the hospital (Klinikum).
- Idar-Oberstein provides the nearest children's hospital in the Baumholder area and is frequented by many of our families. They offer general pediatric care as well as NICU, pediatric ICU, pediatric oncology, cardiology and pulmonolgy services along with pediatric urology and surgery.
- All children are usually admitted on **WARD E5 (Phone: 06781-66-1050)**. On this ward, children with contagious diseases, children who had to undergo surgery and children who are suffering from chronic internal disorders are also treated. In the rear of the children's wing is an outdoor playground, and on **Ward E5**, there is a playroom for children. In addition to the regular pediatric ward, Idar-Oberstein also offers NICU care, a small pediatric intensive care unit, and pediatric and adolescent psychiatric services.
- **VISITING HOURS**: As a rule, parents may visit their child at almost all times. However, quiet hours during the night (2000 to 0700 hrs) and during the afternoon (1200 to 1330 hrs) should be observed.
- **TOILET ARTICLES AND PERSONAL CLOTHING**: Infants are provided with clothes and all items necessary for personal hygiene. The older children usually prefer to use their own clothes though. So please remember to bring pajamas. If parents bring their child's favorite blankets, pillows, gowns or robes, they will have to be cleaned or washed at home. Accompanying parents will not be provided with any clothes or personal hygiene items. Please bring your own gowns, towels, soap, etc.
- **ACCOMPANYING PERSONS/PARENTS**: For psychological and emotional reasons or because of the severity of the illness, it may be recommendable that **one** parent stay with the child throughout the day and the night. This means that the parent will share a room with the child (room permitting). Usually, the ward will provide blankets, pillows and a hideaway bed for this purpose free of charge. During the day, those beds should be folded up and put aside. Each ward has an "Elternzimmer" or "Parents Room", where accompanying parents can relax, make themselves some coffee or tea or watch TV. The Parents Rooms are also equipped with refrigerators for storage of personal items and microwaves.

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- The accompanying parent may use the staff dining facility (Cafeteria), which provided meals at affordable prices. Just ask your nurse for an “authorization card”. The Cafeteria is closed in the evenings. However, you can order your dinner (usually a salad platter or bread and cold cuts) when you go down in the morning or at noon (it will be brought to the ward). The dining facility is located in the basement of the main building (1. UG). Its opening hours are as follows:
- Breakfast Mon – Fri 0700 – 0900 hrs
- Sat & Sun 0745 – 0900 hrs
- Lunch Mon – Fri 1130 – 1330 hrs
- Sat & Sun 1215 – 1315 hrs
- **PHYSICIANS’ CONSULTATION HOURS**: Patients are encouraged to use physicians’ morning rounds to pose questions and concerns. It is also possible to make an appointment to talk to the ward physician. **Let nurses and physicians know, if you have any questions or suggestions.**
- **SMOKING POLICY**: As a rule, there is no smoking in the hospital. Smokers have to go outside the building to the designated smoking areas.
- **SWEETS AND OTHER FOOD BROUGHT BY PARENTS, FRIENDS OR VISITORS**: Always check with the ward nurse first before allowing the patient to eat sweets or other food brought parents or visitors. This way the nurses can make sure it is not interfering with the nutritional plan recommended by your child’s attending physician. Please let the nurse know if your child needs something from the kitchen.
- **TELEPHONE**: Personal cell phones are usually not allowed. There is a telephone hook-up in each room though. Please let the nurse know if you want a telephone in the room. Then report to the INFORMATION DESK in the main entrance hall for a chip card to open up you phone account. The machine to deposit money into your phone account is right around the corner from the information desk. In order to activate your phone, you must deposit at least Euro 20.00. The daily service charge is Euro 1.50 plus the fees for all outgoing calls. It is not possible to receive phone calls between 2200 and 0600 hours. If your balance is less than Euro 15.00, you may not be able to use the phone. For outgoing calls you may also use the coin-operated telephone downstairs in the front entrance area of the pediatric clinic. There are 2 more public phones located in the main entrance

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- **PARKING:** There is free, unlimited parking on the right side of the road as you are driving up to the hospital (gravel parking lot). Directly in front of the main hospital, there are designated parking slots available for patients and visitors. For a fee of 30 Euro cents per hour (80 cents for 1 hour, 1 Euro for each additional hour), you may use the parking spaces on the right side of the hospital. Please purchase a ticket at the blue toll booth and display it on your dashboard. There is also a pack deck on your left as you are approaching the hospital. Once you drive in, there are two entrances: If you use the left drive-in entrance, you may park your car on ground level for 80 cents per day. The right side of the park house will charge the same fees as the parking lot on the right side of the hospital. You get your ticket as you enter the park deck. Keep the ticket with you until you are ready to leave. Prior to picking up your car, you have to pay for the ticket at the ticket machine located on the side of the pediatric clinic (KINDERKLINIK).
- **REGISTRATION:** During regular work hours, you have to register with the hospital's admission office in the main building. You will have to fill in a Champus claim form and present your ID card for copying. On weekends, the registration can be done through the ward nurse. So please have your ID card ready!!!!!
- **OPENING HOURS OF BISTRO AND NEWSSTAND:** A cafeteria for visitors (Judy's Bistro, Tel. 06781-66-1900) is located in the basement of the main building (1. UG). It is open Mon – Fri 1000 – 1830 hrs, and Sat, Sun & holidays 1330 – 1730 hrs. You may also call there and have pizza, salads, sandwiches etc delivered to your ward (see flyer on ward). A small store (Judy's Kiosk) selling papers, magazines, drinks and sweets is located in the front entrance hall of the main hospital. The opening hours are as follows: Mon – Fri 0800 – 1800 hrs, Sat, Sun & holidays 1400 – 1700 hrs. You may also purchase coffee and cake there.
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- **If you have further questions, please ask the nursing staff or the attending physician, or contact the**
- **Baumholder Patient Liaisons at**
- **DSN 485-8575/6668/6831/8750**
- **or CIV 06783-6-8575/6668/6831/8750,**
- **Mon – Thu from 0800 – 1600 hrs, Fri from 0800 - 1400 hrs (closed for lunch from 1200 – 1300)**.
- **After-hours, on weekends or holidays, you may contact your on-call liaison via**
- **Landstuhl's AOD, DSN 486-8106 or CIV 06731-86-8106.**

Kusel Hospital

Westpfalz-Klinikum Kusel
Im Flur 1
66869 Ruthweiler
Tel. 06381-930 Fax 06381-935702

- This hospital is about 15 minutes away, ranges in size between Birkenfeld and Idar-Oberstein.
- **DIRECTIONS:** To get to Kusel from Baumholder, follow L176 through Breitsesterhof to Thallichtenberg. In Thallichtenberg, follow the priority road through town and take a left toward Kusel. Go through Ruthweiler and the hospital will be on the right.
- **DEPARTMENTS:** Kusel is an outlying hospital of the large Westpfalzklinikum in Kaiserslautern, a teaching hospital of the Mainz University, which may sometime result in the transfer of a patient from one hospital to the other. Kusel offers services in acute surgical care, general and trauma surgery, vascular surgery and angiology, orthopedics, physical therapy, rheumatology, physical medicine and rehabilitation, as well as internal medicine, ICU care and inpatient ENT services. In addition to its regular ancillary departments including computer tomography, Kusel has an outpatient surgical center for surgical, orthopedic, urological and gynecological procedures.
- **PARKING**: Kusel provides a large parking area (no fees) right next and below the hospital entrance.
- **VISITING HOURS:** As common in most German hospitals, the afternoon is the best time for visitors but close family members and friends are welcome at any time during the day (no overnight). Just keep in mind that this does not apply for ICUs. Visiting hours there are always limited and must often be arranged with the treating physician.
- **TELEPHONE:** In Kusel, you are also allowed to use your personal cell phone. However, you may also get a bedside phone. This service will be charged to the patient. If you are interested in getting a phone card, please report to the INFORMATION DESK in the main entrance hall for a chip card to open up you phone account. The machine to deposit money into your phone account is right around the corner from the information desk. In order to activate your phone, you should deposit at least Euro 20.00. The daily service charge is Euro 2.50 including all calls to regular phone numbers within Germany (calling to other cells phones or outside of Germany will be charged extra).
- **TV:** This is free of charge but it provides German channels only. You are welcome to bring a portable DVD or lap top to watch movies in your language.

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- **SMOKING POLICY**: As in all other hospitals, Kusel does not allow smoking inside the hospital. There are designated smoking areas outside.
- CAFETERIA & SNACK BAR: Right as you entering the Kusel hospital, you will find a cafeteria and small snack bar on your right hand side. The cafeteria offers coffee and cake but also full meals on Mon – Fri from 0900 – 1800 hrs and on weekends and holidays from 1400 – 1800 hrs. The snack bar is open from 0800 – 1800 hrs, on weekends and holidays from 1400 – 1800 hrs.
- **ADMISSION**: If you are admitted at the Kusel Hospital you will be ask to fill out a Tricare claim form DD 2642. The Admission office will also need a copy of your ID card.
- **PATIENT LIAISON**: Please feel free to ask for a Patient Liaison. The nurse or physician will gladly inform them. The Patient Liaison will visit you every duty day. They can also help you with arranging follow-up care after being discharged.
- **DISCHARGE**: Please ask your discharging physician about follow-up care, medications, prescriptions, treatment plan, and special instructions etc before leaving the hospital. ***It is very important to always follow-up with your primary care manager (or other available physician) or with your Unit PA. Keep your discharge report ready for this follow-up care!*** Your Patient Liaison will gladly provide a translation if the report is in German.

Fact Sheets and Tricare Europe Link

- Fact Sheet - So You’re Going to be Admitted to a German Hospital… What do I do first?

- Fact Sheet - Having Prescriptions Filled

- Link - Tricare Europe Website:

So You're Going to be Admitted to a German Hospital… What do I do first?

- Report to the "Aufnahme" (This is the Admission's Office).
- Provide referral paperwork, Fill out claim form, Provide home address(local German address), *PSC box,* in case the hospital has to mail any correspondence to you.
- ***Note:*** *You are authorized a semi-private room under TRICARE. Requesting a private room will incur a fee and this will be your responsibility to pay. It will not be reimbursed by TRICARE.*
- Fill out admission and claim form
- After you receive your paperwork from admissions, take this up to the ward and drop it off with the nurse on the ward.
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- What should I bring with me?
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- All personal belongings that you will require for personal care; i.e. towels, toothbrush, gowns, slippers, teddy bear, etc.
- (The hospital provides the bed/sheets and the food. You are also allowed to take snack articles and additional water
- For children, bring toys, books, pajamas, blankets, hygiene articles, etc.
- Parents are allowed to stay overnight with their child for free up to the age
- of 6 years or older if specifically requested by a physician. Just ask your physician for advice.
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- What else is good to know?
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- TV and Radio are available at the German hospitals – *German channels only for out of pocket charge*. If admitting station authorizes you are allowed to take a small TV or Radio with headsets. Telephone cards may be purchased to receive and make phone calls from bedside.
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- Not all of the hospital staff at local hospitals speaks fluent English; therefore we recommend you contact your local TRICARE Service Center for assistance. Additionally, the Host Nation Liaisons from the Baumholder Health Clinic visit all local hospitals in the Baumholder area to inquire/assist American patients as needed.
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How to fill your German Prescription

- If you are being seen by a German physician, you will most likely receive a German prescription. Here are your options for obtaining the medication prescribed to you:
- 1. If you are seeing a network provider that provider will most of the time be able to write a prescription that can be filled at the **local military pharmacy**. For this purpose:
- The provider must be a network provider (PPN) and must be listed in the military pharmacy database.
- The prescription must be in English and comply with the following requirements:
  - –Must state patient's full name and date of birth, written on the prescription by the physician
  - –State the date the prescription was written
  - –State the chemical name, strength and quantity f the medication to be dispensed
  - –Have dosage instructions in plain English
  - –Must be signed by the prescribing German physician (name must be legible to pharmacy staff)
  - –Medication must be listed in the Military Formulary
  - –The doctor must write the diagnosis or indication on all controlled substance prescriptions (i.e. Percocet, Lortab, Tylenol 3, Valium, etc.) or the prescription must be accompanied by a copy of the doctor's appointment notes (i.e. copy of doctor's handwritten or typed narrative).
  - –Can only be dispensed by an MTF pharmacist or dispensing physician.
- Writing prescriptions in such a manner is voluntary on the part of the German provider.
- If your prescription does not meet the criteria stated above, the MTF Pharmacy **cannot** assist you and you must take the prescription to a German pharmacy. **PLEASE CONTACT YOUR TRICARE SERVICE CENTER FOR INSTRUCTIONS BEFORE GOING TO THE GERMAN PHARMACY. Regulations prohibit MTF providers from re-writing prescriptions from outside providers unless they have evaluated the patient.**

<u>Office hours of your local Military pharmacy in Baumholder are:</u>

- **Mon – Thu: 0800 – 1630**
- **Fri: 0800 - 1200**
- **Closed on holidays**
- **Phone numbers: 06783-6-7220**
- **REFILLS: 06783-6-6879 (have to be called in)**

Next

How to fill your German Prescription

- 2. If the above option is not available to you and
- you are **Active Duty or a family member enrolled in TRICARE Prime**, the network pharmacy will not charge you for the medication and they will submit the bill to TRICARE if you can present a referral for medication from your TRICARE Service Center. If you use a non-network pharmacy or if you don't have a referral for the pharmacy you will **HAVE TO PREPAY** and then submit a claim to TRICARE for reimbursement. Contact your TRICARE Service Center for referrals and a list of network pharmacies and if assistance is needed to file a claim for reimbursement.
- If you are a **retiree or family member in TRICARE Standard** you will have to prepay and then submit your claim to TRICARE for reimbursement. You will be responsible for the applicable co-pay and deductible.
- If you are a **civilian**, you will have to pre-pay and then obtain reimbursement from your health insurance.
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- **IMPORTANT**: If you prepay for any of the above reasons, be sure to keep the prescription with the prices annotated and stamped as received. You will need this to file for reimbursement.
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    - **If you have questions please contact your TRICARE Service Center at:**
        -
    - **DSN: 485-6205/7037/8575/8570/6668/6831**
        - **Or civilian 06783-6-XXXX**

Fact Sheet

Tricare Europe Link

- *www.**tricare-overseas.com***

- *Please let us know if there is other information you would like to see on this website.*